CITY OF MIAMI BEACH COMMISSION ITEM SUMMARY



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A Resolution That Accepts the Manager's Recommendation Pertaining to the Ranking of Firms; Authorizes the Administration to Enter into Negotiations; and Authorizes the Mayor and City Clerk to Execute an Agreement for the Purchase and Implementation of an Enterprise Financial and Administrative System, in the Not to Exceed Amount of \$1,800,874.

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Shall the Commission Adopt the Resolution?

Item Summary/Recommendation:

Request for Proposals (RFP) No. 16-03/04 was issued in order to purchase and implement an Enterprise Financial and Administrative System to include numerous functional system programs/modules (i.e., general ledger, accounts payable, purchasing, budget preparation, inventory, project accounting, contract management, bid management, payroll, position control human resources, applicant tracking business licenses, special improvements/assessments, parcel management, e-government, and construction permits, building/property inspections, code enforcement, utility billing, and citizen/service requests).

The City Manager appointed a "User Committee" made up of stakeholders in the various programs/modules listed above. The User Committee ranked Eden Systems the number one firm due to an overall consensus of being more user friendly than MUNIS, with more drill down capabilities from within each screen, and state of the art architecture.

The feedback provided by the User Committee was a key consideration in the Evaluation Committee's recommendation and scoring process. During the discussions, the Committees articulated that either firm's proposed system would be a significant improvement over those currently in place with the City, and either would be a viable choice. Both systems are capable of attaching any type of electronic documents and providing electronic notifications to users. MUNIS has a comprehensive disaster recovery plan in place, while Eden will implement one in the future. Eden was ranked higher for ease of use, a more defined central cashiering module, better reporting, more user defined fields and more efficient web based access.

ADOPT THE RESOLUTION.

Advisory Board Recommendation:

The Finance and Citywide Projects Committee at its December 22, 2003 meeting recommended that the Administration go forward with an RFP to acquire an Enterprise Financial and Administrative System.

Financial Information:

Source of		Amount	Account	Approved
Funds:	1	\$1,800,874	550.0630.000674	
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	4			
Finance Dept.	Total			

City Clerk's Office Legislative Tracking:
Gus Lopez, ext. 6641

				er/CFO City Manager
Sig	n-Offs:			
Y.	Department Directo	or	Assistant City Manager/CFO	City Manager
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AGENDA ITEM R7I

CITY OF MIAMI BEACH

CITY HALL 1700 CONVENTION CENTER DRIVE MIAMI BEACH, FLORIDA 33139 www.miamibeachfl.gov



Date: April 14, 2004

COMMISSION MEMORANDUM

To:

Mayor David Dermer and

Members of the City Commission

From:

Jorge M. Gonzalez

City Manager

Subject:

A RESOLUTION OF THE MAYOR AND CITY COMMISSION OF THE CITY OF MIAMI BEACH, FLORIDA, ACCEPTING THE RECOMMENDATION OF THE CITY MANAGER PERTAINING TO THE RANKING OF PROPOSALS PURSUANT TO REQUEST FOR PROPOSALS (RFP) NO. 16-03/04, FOR THE PURCHASE AND IMPLEMENTATION OF AN ENTERPRISE FINANCIAL AND ADMINISTRATIVE SYSTEM; AUTHORIZING THE ADMINISTRATION TO ENTER INTO NEGOTIATIONS WITH THE TOP-FIRM OF EDEN SYSTEMS: AND SHOULD THE RANKED ADMINISTRATION NOT BE ABLE TO NEGOTIATE AN AGREEMENT WITH THE TOP-RANKED FIRM, AUTHORIZING THE ADMINISTRATION TO NEGOTIATE WITH THE SECOND-RANKED FIRM OF MUNIS: FURTHER AUTHORIZING THE MAYOR AND CITY CLERK TO EXECUTE AN AGREEMENT UPON THE COMPLETION OF SUCCESSFUL NEGOTIATIONS BY THE ADMINISTRATION IN THE NOT TO EXCEED AMOUNT OF \$1,800,874.

ADMINISTRATIVE RECOMMENDATION

Adopt the Resolution.

AMOUNT AND FUNDING

\$1,800,874

Account Number 550.0630.000674

ANALYSIS

The computer system hardware (HP3000) upon which our existing finance system, FMSII, operates is no longer supported by the manufacturer, necessitating a replacement of the financial hardware and software system. Additionally, the City has been notified that the current payroll system from Cyborg will be discontinued at the end of the 2004 calendar year, necessitating a move to another payroll system from Cyborg or another vendor.

The current FMSII System has been in use since the 1980's and it provides major financial functions, which include general ledger, accounts payable, accounts receivable, purchasing, budget, fixed assets and other general accounting functions.

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 2 of 10

However, it doesn't interface with the other financial systems in use and provides limited high level financial management information, making it very difficult to use and extremely labor intensive. Additionally, the system architecture does not lend itself to today's security requirements or the need for business continuity in the event of a physical disaster.

The obsolescence of the hardware supporting the FMSII system necessitates that it be replaced within the next year. This replacement will also require a replacement, upgrade or conversion of the current software system to a different version or platform.

The Finance and Information Technology Departments have determined that the current systems are archaic and unable to produce the comprehensive integrated information needed to manage the City's financial and administrative records efficiently. After reviewing the costs associated with the required replacement of these systems, the Administration believes that this is the appropriate time to consider alternatives for improving the City's financial systems.

The City Manager appointed an Evaluation Committee which met on December 19, 2003, to review the matter. The Evaluation Committee recommended to the Finance Committee at their December 22, 2003 meeting, that the City go forward with an RFP to acquire an enterprise financial and administration system as soon as possible.

On January 14, 2004, the City Commission adopted Resolution No. 2004-25456, which authorized the issuance of a Request for Proposals (RFP) to solicit proposals to provide an Enterprise Financial and Administrative System for the City of Miami Beach.

Enterprise System Scope of Services

Hardware

The RFP included required hardware based upon the anticipated demands to be placed on the application systems by the City of Miami Beach. The RFP specifications included memory, disk, data communications, processing speed, redundancy considerations, and allowed for growth of 5% annually in data volumes to be processed and assume 10 years of historical data will be required to be online at all times.

Mandatory Requirements

The following RFQ requirements were deemed mandatory:

- The proposed system must operate on Microsoft Windows-2000 Server with active directory.
- The proposed system must use the SQL 2000 database architecture and be operational at current governmental customer sites.
- The proposed system must support Windows XP client workstations.
- The proposed financial system must be a true fund and encumbrance accounting package designed for governmental use.
- The proposed financial system must be GASB 34 compliant.
- All Financial, Human Resources and Administrative software applications/ modules must be fully integrated from a single vendor.

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 3 of 10

- The entire proposed system must be fully 32 bit compliant, capable of using 3 tier client-server architecture using one of the following:
 - o Visual Basic (Microsoft)
 - o PowerBuilder (Sybase)
 - o Delphi (Borland)

The following functional system programs/modules were required by the RFP:

- General Ledger
- Accounts Payable
- Purchasing
- Accounts Receivable
- Budget Preparation
- Inventory
- Fixed Assets
- Project Accounting
- Contract management
- Bid Management
- Payroll
- Position Control
- Human Resources-Personnel
- Applicant Tracking
- Cashiering
- Business Licenses
- Special Improvements/Assessments
- Parcel management
- Ad-Hoc Reporting
- E-government

The RFP informed all proposers that the City of Miami Beach is interested in continuing to expand its web presence and E-government applications. Proposers were asked to offer this capability, within their proposal, for all customer related functions performed by the City.

The RFP required system components to be integrated by design, without requiring custom programming to effect the integration. Additionally, the system components were required to interface with our Laser Printing capability for checks, Applicant Test Scoring system, Microsoft Outlook, and the E.S.R.I. GIS system, via ACH format to our Financial Institution, our Pension system provider, and has other interfaces from existing Utility Billing and Permitting systems. These interfaces were required to be included in the proposals.

Source Code Provision

The City of Miami Beach intends to enter into a maintenance agreement with the selected vendor for the ongoing maintenance, update and correction of the application software. The City of Miami Beach will require that all application source codes be stored at our facility in a secure format for escrow purposes. The City will guarantee the security of the

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 4 of 10

source codes and will not modify the production systems without the expressed written consent of the vendor, unless the vendor ceases to provide service for any reason other than non-payment of maintenance fees.

Optional Components/Functionality

In addition to the functional system programs/modules, the following optional components will be provided:

- Construction Permits
- Building/Property Inspections
- Code Enforcement
- Utility Billing
- Citizen/Service Requests

All of the optional system components will be integrated by design, without requiring custom programming to effect the integration.

The optional system components will include the following interfaces:

Permits/Inspections must interface with Intervoice IVR System Inspections/Code Enforcement must interface with Utility Billing must interface with Itron Handhelds Laser Printer/Forms

RFP PROCESS

On January 16, 2004, RFP 16-03/04 was issued via BidNet, which in turn contacted 102 vendors, resulting in 30 of those contacted to download the RFP package. This RFP was also sent via e-mail to an additional 18 vendors that were either recommended from the project technical lead, or the vendor qualifications matched a search conducted by Procurement on the Government Financial Officers Association (GFOA) website.

On or before the specified due date of February 19, 2004, Procurement received five responses to this RFP. Two proposals were deemed non-responsive as the firms did not meet the mandatory requirement that all Financial, Human Resources and Administrative software applications/modules must be fully integrated by a single vendor. The non-responsive firms were: Cogsdale Corporation and Siemens Business Services.

The three firms that submitted qualifying proposals were:

Eden Systems; New World Systems; and MUNIS

Shortly after issuing the RFP, the City was made aware that Eden Systems had been purchased by Tyler Technologies, who also owns MUNIS. MUNIS and Eden Systems are considered separate entities.

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 5 of 10

On February 23, 2004, the City Manager via Letter to Commission (LTC) No. 047-2004 appointed an Evaluation Committee ("the Committee") consisting of the following individuals:

- 1) Jeryl (Deede) Weithorn, Budget Advisory Committee, Independent CPA
- 2) Larry Herrup, Resident, former BAC Chairperson, and Independent CPA
- 3) Alex Mendez, CFO, Mount Sinai Hospital
- 4) Grace Cespedes, CPA, Deputy Finance Director Miami-Dade County
- 5) Georgina Echert, Assistant Director of Finance, CMB
- 6) Kay Randall, Director of Information Technology, CMB
- 7) Jim Sutter, CPA, Director of Internal Auditing, CMB
- 8) Martha Dempsey, Special Assistant to the City Manager
- 9) Jill Weiss, F.I.U. School of Computer Science Instructor
- 10) Tim Hemstreet, Director of Capital Improvement Projects, CMB

Georgina Echert was appointed Chairperson of the Evaluation Committee.

The Evaluation Committee convened on March 12, 2004 and was provided information relative to the City's Cone of Silence Ordinance, the Government in the Sunshine Law and an overview of the project from Larry Kientz, Technical Support for the project. Committee Member Jill Weiss was unable to attend. During this first Evaluation Committee meeting, the Committee reviewed references secured by Procurement and Larry Kientz. They discussed the proposers' responses to the General Questionnaire, the Functional Questionnaire, and the Unique Payroll System Requirements Questionnaire. As a result of these review discussions, it was determined that New World Systems lacked some key functionality requirements that were included in the proposals from Eden Systems and MUNIS. A motion was made to eliminate NewWorld Systems from further consideration, which had a second, and the Committee unanimously supported the decision.

The primary reason New World Systems was eliminated from competition was their specific lack of functionality in the following areas:

- General Ledger;
- Accounts Payable;
- Printer Interface:
- QBE Query By Example;
- o Leave Plans;
- Bid Management; and
- Contract Management.

Consensus at the end of the meeting was to have Procurement invite the two remaining firms, Eden Systems and MUNIS, to demonstrate their product and application modules to the User Evaluation Committee. Each firm would have one full day to present to the User Committee. In turn, the User Committee would provide scoring and feedback from the demonstrations to the Evaluation Committee. The Evaluation Committee requested representation from the User Committee as well as presentations from the two firms at the next Evaluation Committee meeting.

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 6 of 10

The Evaluation Committee requested Procurement obtain clarification from an officer of Tyler Technologies as to how the recent acquisition of Eden Systems might impact the future of both MUNIS and Eden. The key concern being if the City's choice of one of the two proposed systems were to be discontinued, the City would expect to be transitioned to the remaining system at no charge. Such clarification was obtained from the Chief Operating Officer of Tyler, indicating that, while there is no intention to discontinue either system, if one were to be discontinued in a future generation of the product line, the City would be transitioned at no fee for a period of five years.

The Evaluation Committee also unanimously motioned to remove Jill Weiss from the Committee. Due to the level of detail discussed, the Committee members in attendance felt that an individual could not fairly evaluate and vote on the proposals without the benefit of attending the initial meeting.

On February 23, 2004, the City Manager via Inter-Office Memo, selected a User Evaluation Committee (the "User Committee") consisting of the following individuals:

- 1) Jose Cruz, Budget
- 2) Nilda Garcia, Building
- 3) Kristin McKew, CIP
- Robert Anderson, Finance Resort Tax and License
- 5) Denise Bynum, Finance General Ledger and Reporting
- 6) Emma Covington, Finance Payroll
- 7) Ramon Duenas, Finance Payables, Treasury and Debt
- 8) Georgina Echert, Finance Committee Chairperson
- 9) Manny Marquez, Finance Capital, Grants, RDA
- 10) Raul Soria, Finance UTB
- 11) Edward Del Favero, Fire
- 12) Eric Yuhr, Fire
- 13) Drew Terpak, Fleet
- 14) Paulette Rolle, Human Resources Payroll
- 15) Larry Kientz, Information Technology
- Vivian Guzman, Neighborhood Services
- 17) James Stamos, Parking
- 18) Carlos DaCruz, Parks and Recreation
- 19) Julio Magrisso, Parks and Recreation
- 20) Steve Greene, Planning
- 21) Ingrid Carries, Police Budget
- 22) Michelle Patrick, Police Payroll
- 23) Gus Lopez, Procurement
- 24) Tamika Clear, Public Works
- 25) Leo Francis, Public Works
- 26) Robin Garber, Public Works
- 27) Bob Halfhill, Public Works

Georgina Echert was appointed Chairperson of the User Evaluation Committee. Marta Fernandez, Procurement Coordinator, replaced Gus Lopez, Procurement Director on the

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 7 of 10

User Committee in order to allow for the Procurement Director to oversee the process and provide guidance and/or direction to the User and Evaluation Committees. Additionally, Hamid Dolikhani replaced Nilda Garcia from the Building Department, on the User Committee.

The purpose of the User Committee was to participate in functional product demonstrations from the proposer(s) that were recommended as a result of the initial Evaluation Committee meeting. The User Committee was comprised of end users and stakeholders in various core functions of the solutions being proposed.

This Committee would score the presentations based on their functional responsibilities within the City.

On March 25 and 26, 2004, the User Committee convened to participate in demonstrations and interactive discussions from MUNIS and Eden Systems, respectively. The User Committee members were required to score only the modules that pertained to the Users' specific job functions.

The User Committee again convened on March 29, 2004 to meet with Georgina Echert, Chairperson of both the User Committee and the Evaluation Committee. The User Committee discussed the scoring of the functional modules demonstrated by MUNIS and Eden Systems.

The User Committee articulated positive feedback on both MUNIS and Eden Systems and indicated as a whole, either system would be a tremendous improvement over the current systems in place. They ranked Eden Systems the number one firm due to an overall consensus of being more user friendly than MUNIS, with more drill down capabilities from within each screen, and state of the art architecture. The specific modules demonstrated also were scored higher for Eden Systems based on functionality, with the exception of the Bid Management module from MUNIS. Eden Systems does not yet have a Bid Management module released and was unable to demonstrate this functionality.

The Evaluation Committee convened on March 30, 2004 to solicit feedback from the User Committee, listen to overviews with question and answers from Eden Systems and MUNIS, and to score and rank the two firms. Committee members Alex Mendez and Tim Hemstreet were unable to attend this meeting and therefore did not participate in the scoring.

The Evaluation Committee scored the two firms based on the following criteria, as outlined in the RFP, for a maximum possible total of 1400 points:

- A. Experience in the successful implementation on an enterprise financial, human resources and administrative support system for other governmental agencies 100 points;
- B. Quality of Installed Base and references 100 points;
- C. Client References -100 points;
- D. Cost -100 points;

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 8 of 10

E. Proposed System Features – 200 points

F. Application Functionality – 400 points

G. System Integration – 200 points

H. E-government Integration – 200 points

The seven members present for the meeting scored the firms as follows:

COMMITTEE MEMBER	EDEN SYSTEMS SCORE	EDEN SYSTEMS RANKING	MUNIS SCORE	MUNIS RANKING
GRACE CESPEDES	1278	1 st	1009	2 nd
MARTHA DEMPSEY	1241	1 st	1193	2 nd
GEORGINA ECHERT	1277	1 st	1146	2 nd
LARRY HERRUP	1297	1 st	1191	2 nd
KAY RANDALL	1301	1 st	1241	2 nd
JIM SUTTER	1301	1 st	1230	2 nd
DEEDE WEITHORN	1261	1 st	1179	2 nd

The feedback provided by the User Committee was a key consideration in the Evaluation Committee's recommendation and scoring process. During the discussions, the Committees articulated that either firm's proposed system would be a significant improvement over those currently in place with the City, and either would be a viable choice. Both systems are capable of attaching any type of electronic documents and providing electronic notifications to users. MUNIS has a comprehensive disaster recovery plan in place, while Eden will implement one in the future. Eden was ranked higher for ease of use, a more defined central cashiering module, better reporting, more user defined fields and more efficient web based access. Eden demonstrated an understanding of the City's budgeting process, leave plans, grant processing and unique payroll functions. From a technical standpoint, Eden utilizes industry standard Windows based technology and MUNIS utilizes 4GL, while acceptable, is not deemed industry standard.

CONCLUSION

The Administration recommends that the Mayor and City Commission approve the attached resolution, which recommends the acceptance of the ranking of firms, and authorizes the Administration to enter into negotiations with the top-ranked firm of Eden Systems; and should the Administration not be able to negotiate an agreement with the top-ranked firm, authorize the Administration to negotiate with the second-ranked firm of MUNIS; and further authorizes the Mayor and City Clerk to execute an agreement upon the completion of successful negotiations by the Administration in the not to exceed amount of \$1,800,874.

JMG/PDW/GE/GL

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Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 9 of 10

VENDOR:	Eden	
	Systems	

Price Matrix - By Application

Required Applications	License Fees	Implement Fees	Training Fees	Train Days	Travel Expenses	Maint (1 Year)	Other Fees	Total
General Ledger	66,600	18,000	20,400	17	8,750	19,980		133,730
Accounts Payable	incl	0	0	0	0			0
Purchasing	incl	0	0	0	0			0
Accounts Receivable	12,600	7,200	7,200	6	3,300	3,780		34,080
Budget Preparation	19,800	1,200	2,400	2	1,400	5,940		30,740
Inventory	20,700	15,600	9,600	8	3,800	6,210		55,910
Fixed Assets	15,750	6,600	7,200	6	3,300	4,725		37,575
Project Accounting	24,750	15,600	9,600	8	3,800	7,425		61,175
Contract management	15,750	1,800	3,600	3	1,650	4,725		27,525
Bid Management	15,750	1,800	3,600	3	1,650	4,725		27,525
Payroll	49,500	16,800	28,200	24	12,175	14,850		121,525
Position Control	14,850	1,200	1,200	1	250	4,455		21,955
Human Resources-Personnel	45,450	9,600	14,400	12	6,600	13,635		89,685
Applicant Tracking	17,100	1,200	4,800	4	1,900	5,130		30,130
Cashiering	45,000	1,200	9,600	8	4,700	8,100		68,600
Business Licenses	28,350	10,800	9,600	8	4,700	8,505		61,955
Special Assessments	17,100	7,200	7,200	6	3,300	5,130		39,930
Parcel management	8,700	9,600	4,800	4	1,900	2,610		27,610
Ad-Hoc Reporting (10)	6,000	2,400	9,600	8	4,300	0		22,300
Other-Admin/Web Setup	0	6,600	3,600	3	1,650	0		11,850
Extended Web e-Gov								
Accts Payable	5,400	600	2,400	2	1,400	1,620		11,420
Purchasing/BidsContracts	18,000	600	3,600	3	1,650	5,400		29,250
Accts Receivable	18,000	600	3,600	3	1,650	5,400		29,250
Applicant Tracking	6,000	600	3,600	3	1,650	1,800		13,650
Human Resources	14,400	600	3,600	3	1,650	4,320		24,570
Employee Training	6,000	600	3,600	3	1,650	1,800		13,650
Special Assessments	6,000	600	3,600	3	1,650	1,800		13,650
Licensing	9,000	600	3,600	3	1,650	2,700		17,550
Other								
Data Dictionary	1,800	0	0	0	0	324		2,124
Florida State Package	3,000	0	0	0	0	900		3,900
Map Objects Runtime (ESRI)	8,450	0	0	0	0	0		8,450
Cashiering Hardware	12,625	0	0	0	0	0		12,625
Standard Forms Creation	0	0	0	0	0	0	10,200	10,200
On-Sight Project Mgmnt	0	120,000	0	0	43,000	0		163,000
End User Training	0	0	19,200	16	7,600	0		26,800
Total Required Modules	532,425	259,200	203,400	170	132,675	145,989	10,200	1,283,889

Enterprise Financial System RFP No. 16-04/04 April 14, 2004 Page 10 of 10

Optional Applications								
					•			
Construction Permits	54,750	22,800	19,200	16	8,500	16,425		121,675
Building/Property Inspections [incl							0
Code Enforcement [incl				·			0
Utility Billing [67,500	24,000	20,400	17	8,750	20,250		140,900
Citizen/Service Requests [31,500	3,600	14,400	12	5,700	9,450		64,650
UB Handheld Interface	6,000	600	0	0	0	1,800		8,400
Web Extensions [
Permits/Inspections Web [14,400	600	3,600	3	1,650	4,320		24,570
Utility Billing Web	18,000	600	3,600	3	1,650	5,400		29,250
Customer Requests Web	14,400	600	3,600	3	1,650	4,320		24,570
Web-based Cashiering [19,900	600	3,600	3	1,650	4,320		30,070
Unique Payroll Modifications							67,500	67,500
Standard Forms Creation	0	0	0	0	0	0	5,400	5,400
Total Optional Modules	226,450	53,400	68,400	57	29,550	26,285	72,900	516,985
· -							•	
Total	738,975	312,000	268,200	224	160,575	207,954	83,100	1,800,874

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Courts and Justice

Financial and City Solutions

Property Appraisal and Tax

Document Management

March 15, 2004

Mr. Gus Lopez, CPPB, CPPO Procurement Director City of Miami Beach 1700 Convention Center Drive Miami Beach, Florida 33139

Dear Mr. Lopez:

On behalf of Tyler Technologies I want to express our appreciation to the City of Miami Beach for considering MUNIS and Eden Systems as part of your on-going decision process. Tyler is the largest company committed to providing software and related services exclusively to local government. In our view MUNIS and Eden provide industry-leading solutions and would be excellent fits to the Cities needs.

MUNIS and Eden have both been successful based on very strong products, technically and functionally. Tyler is committed to supporting and extending both solutions as long as they can be competitive and we would expect that to be a considerable period of time. Certainly, at some point, as with any product a time will come when the development and introduction of a next generation product will make sense. At that point we believe the resources of Tyler coupled with the skills and experience at our operating divisions will position us very well to introduce another generation of industry leading solutions.

Should Miami Beach select either Tyler product, we will commit that our next generation product will be made available to the City regardless of where the product is developed. Should that product be released in the next five years, there will be no license fee to the City. Beyond five years, it is a challenge to predict the practices of the industry, however, we will commit that we will provide the next generation product at the most favorable rates offered, again, regardless of which division the City has its relationship with.

In summary, we are convinced that Tyler has excellent solutions for the City's consideration today and we are committed to providing industry leading, competitive solutions going forward. We will contractually commit that your investment in either Tyler solution is protected as next generation products are released.

Sincerely,

John S. Marr Jr.

Tyler, Chief Operating Officer

Leja, Pamela

From: Kyle Johnson [kjohnson@edeninc.com]

Sent: Monday, March 15, 2004 11:54 AM

To: Leja, Pamela; Lopez, Gus

Cc: Gene Jackson; Jeff Green

Subject: RE: RFP 16-03/04

Pamela.

Good morning, we received your email and are available for the March 26th presentation. We look forward to any additional information you are planning to supply.

Mr. Jackson is currently out of the office and asked me to respond to the question from Mr. Lopez and the City's Evaluation Committee regarding the Tyler Technologies acquisition and our software upgrade policy.

It has always been one of our main goals to keep existing clients in the Eden Systems family. We have had our "license free" upgrade policy for over twenty years and continue to offer clients this policy today.

The following is a statement that can be included in the City of Miami Beach's contract outlining this policy.

6.1 In the event that the support for the Licensed Program is discontinued by either Licensor, a successor firm, or other assignee to this Agreement (collectively referred to as "Licensor"), Licensor will provide access to any enterprise software solution made generally commercially available by the Licensor that is designed to run comparable business functions to what was run by the Licensed Program. Such new software solution will be provided at no additional cost, assuming Licensee is receiving uninterrupted software support. Additionally, if such discontinuation of the Licensed Program occurs within 5 years after the execution date of this agreement, Licensor will also provide, at no cost, any consulting services necessary to migrate from the Licensed Program to the new software solution.

Please let me know if you require any additional information regarding this policy.

We look forward to having an opportunity to present our InForum Gold software solutions to the City on March 26th. If I can supply any additional information, please feel free to contact me.

Respectfully,

Kyle M. Johnson Account Manager/ Eden Systems, Inc. toll free (800) 328-0310 fax (425) 254-1402

1100 Oakesdale Avenue, Southwest Renton, WA - 98055

----Original Message-----

From: Leja, Pamela [mailto:PamelaLeja@miamibeachfl.gov]

Sent: Friday, March 12, 2004 2:28 PM **To:** Gene Jackson; Kyle Johnson

Subject: RFP 16-03/04

Hello Mr. Jackson:

Please review the enclosed document from Gus Lopez, Procurement Director, City of Miami Beach, and respond at your earliest convenience.

The Evaluation Committee would like Eden Systems to present a demonstration of the modules outlined in subject RFP to the City of Miami Beach User Committee. We request that March 26 be set aside for the demonstration and presentations. More details will follow early next week.

Regards, Pamela Leja City of Miami Beach Procurement Division

(305) 673-7497

PamelaLeja@miamibeachfl.gov